



Wolters Kluwer
Health

Wolters Kluwer Health Quarterly Poll: Medical Mistakes

New poll reveals consumer perspectives on medical errors

Wolters Kluwer Health has new data from its latest quarterly poll probing the changes taking place in healthcare and the impact on both healthcare professionals and consumers at the point of care. This newest poll focuses on the topic of medical mistakes in healthcare provider settings. Poll findings reveal consumer perceptions around how often medical mistakes occur and the reasons they occur as well as behaviors that consumers have adopted to help prevent mistakes as a patient.

Featured Finding: Consumers are Concerned about Medical Mistakes

A vast majority of American consumers are concerned about medical mistakes. Most consumers believe that the adoption of new technologies by the medical field has had a positive impact in reducing errors.

Key Findings:

[Medical mistake concerns](#)

[Consumer habits](#)

[Causes of mistakes](#)

[Technology impact](#)

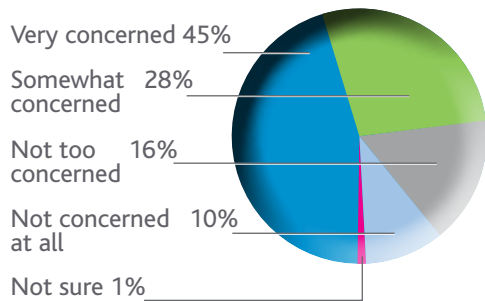
[Billing mistakes](#)

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CONSUMERS ARE WORRIED ABOUT MEDICAL MISTAKES... AND MANY HAVE EXPERIENCED THEM

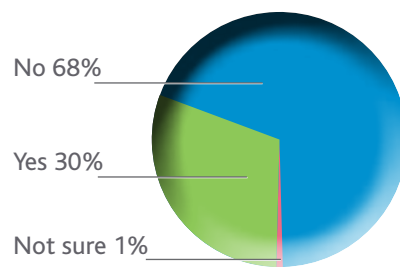
Poll findings show that concern around medical mistakes is high, with 73 percent of consumers expressing that they are either "very concerned" or "somewhat concerned" about this. At the same time, nearly one third of Americans report that either they or a family member or friend has experienced a medical mistake and more than one in five have been misdiagnosed by their doctor.

Concerns about medical mistakes



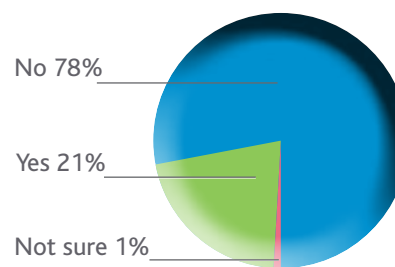
Question: How concerned are you about medical mistakes?

Medical mistake experiences



Question: Have you or any of your family or friends ever experienced a medical mistake, such as being given the wrong medication, dosage, treatment, etc.?

Misdiagnosis experiences

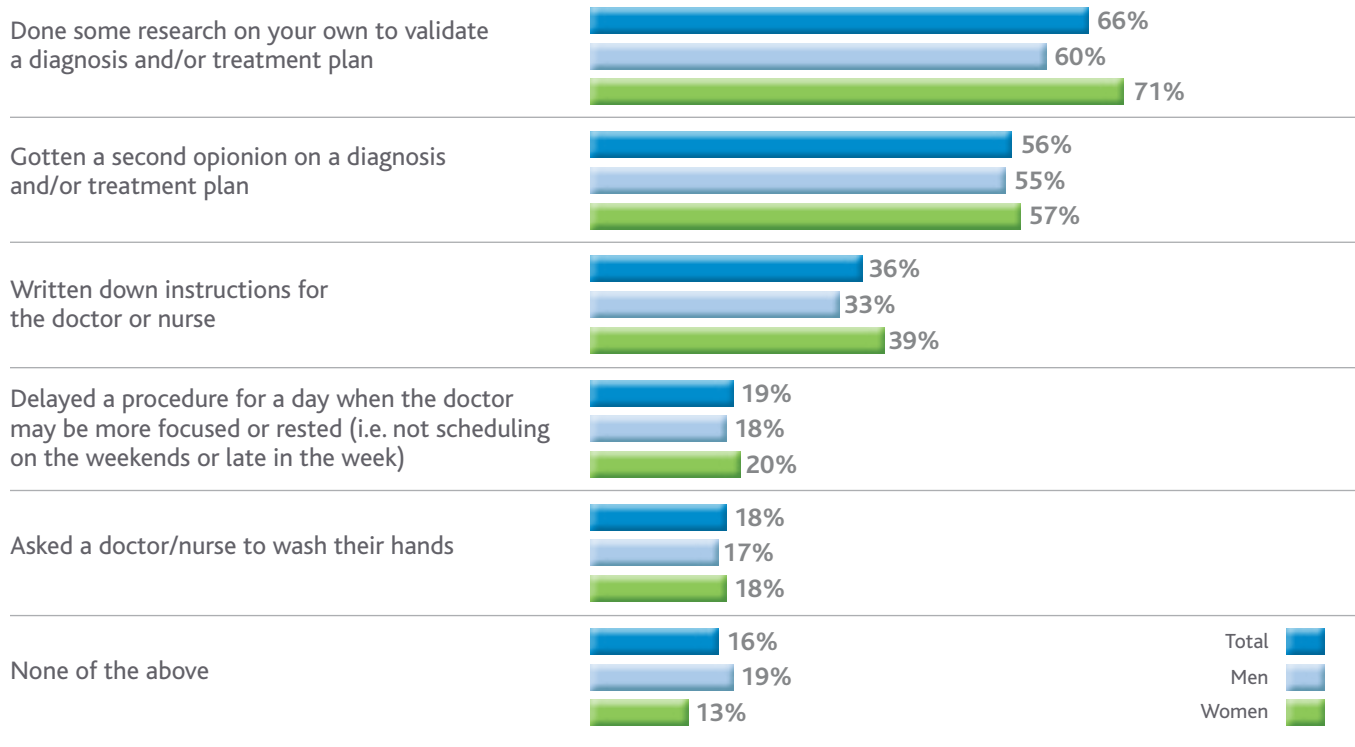


Question: Have you ever been misdiagnosed by your doctor?

CONSUMERS TAKE ACTION TO HELP PREVENT MISTAKES

The vast majority of American consumers report that they have taken actions to help minimize the possibility of medical mistakes – before, during and after doctor visits. Women are more likely to have taken actions to minimize medical mistakes than men, especially when it comes to conducting research to validate a diagnosis or treatment plan.

Consumer habits to minimize mistakes



Question: Which of the following, if any, have you done in the past to minimize the possibility of medical mistakes?

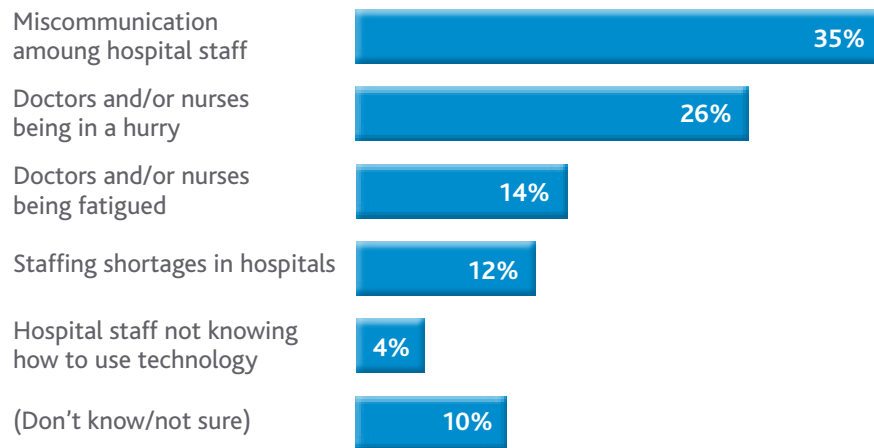
Fast Facts:

- More than 8 in 10 consumers have taken actions to help minimize the possibility of medical mistakes
- More than 1/3 of consumers, 36%, have written down instructions for a doctor or nurse

CONSUMER VIEWS ON HOW MEDICAL MISTAKES HAPPEN

Consumers believe that miscommunication among hospital staff and doctors and nurses being pressed for time are the top two reasons that medical mistakes occur. Both of these issues can be positively impacted by the right technologies and solutions that help reduce errors by ensuring correct and consistent information is available to healthcare professionals at the point of care with patients.

Factors causing mistakes



Question: Which of the following would you say best explains why most medical mistakes happen?

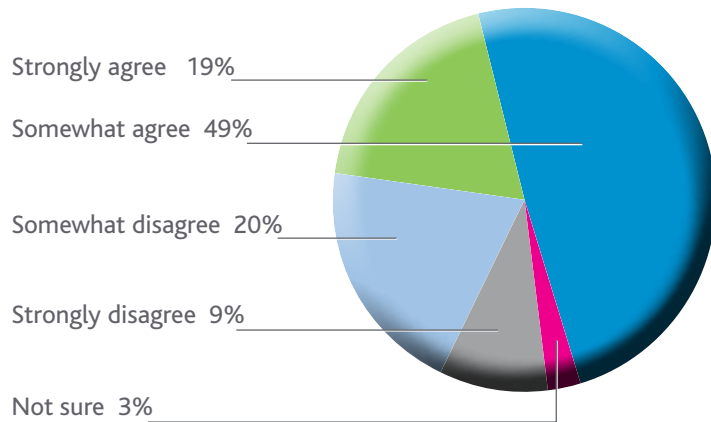
Fast Facts:

- More than a quarter of consumers are concerned about doctors or nurses being in a hurry
- A Wolters Kluwer Health physician study from 2011 found that “spending more time with patients” was the top challenge, cited by 50 percent of physicians

IMPACT OF TECHNOLOGY ON MEDICAL MISTAKES

Consumers express confidence in technology in terms of its ability to help reduce mistakes in the medical field, with the majority of Americans agreeing that technology adoption has had a positive impact when it comes to reducing room for error.

Consumer views on medical technology



Question: Please indicate how much you agree or disagree with the following statement: As the medical field continues to adopt new technologies, there is less room for medical errors.

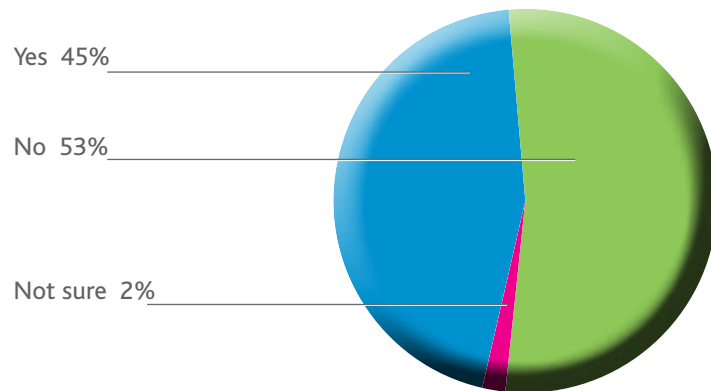
Fast Facts:

- 68% agree that technology has had a positive impact in reducing the chance for medical mistakes
- A Wolters Kluwer Health physician study from 2011 showed that half of physicians have embraced technology across their practice; however, 44% believe they still have a long way to go

HEALTHCARE BILLING MISTAKES ARE FREQUENT

When it comes to mistakes on medical bills, a surprising number of American consumers report that they have experienced them.

Billing mistake experiences



Question: Have you ever received an incorrect bill from your healthcare provider?

Fast Facts:

- Nearly half of Americans (45%) report that they have received an incorrect bill from their healthcare provider
- Most adults (55%) between the ages of 35 and 54 report that they have received an incorrect healthcare bill